

## I. INTRODUCTION

The incumbent of this position provides substantive office automation and clerical support to the assigned program area.

## II. DUTIES AND RESPONSIBILITIES

Utilizes a variety of computer software types to create spreadsheets, tables, charts and reports and assist other staff members in preparation of correspondence and uses knowledge of grammar and office procedures to finalize documents.

Uses word processing software to create directories and properly store and retrieve documents and generate reports.

Compiles and inputs data using appropriate computer software to schedule meetings electronically, to maintain travel, training and procurement records, and retrieves information from various databases and electronic sources.

Creates Power Point presentations and slide shows containing text, graphics, and charts.

Types, edits and proofreads correspondence to ensure proper grammar and format are used and completed assignment contains all pertinent material.

Receives and submits electronic documents through the use of Microsoft Word and Outlook and prepares distribution lists. For example, establishes and updates a variety of distribution lists.

Operates office equipment such as Xerox machines, scanners, printers, fax machines, and personal computers to duplicate material and transmit correspondence.

The incumbent may also be called upon to perform other miscellaneous support duties, which include:

- ❑ Preparing travel authorizations and itineraries, making hotel and airline reservations, and completing travel vouchers using automated databases and software programs such as PC Travel, Form Flow and Excel.
- ❑ Preparing time and attendance records identifying and correcting leave errors and answering T&A related questions.

- ❑ Answering telephones, greeting visitors and transferring callers to the appropriate staff member. Uses judgement to determine when to answer requests without referring elsewhere.
- ❑ Arranging conferences, scheduling meetings, setting up conference calls and ensuring that all participants are well informed.

The incumbent applies knowledge of and adheres to Agency equal opportunity and civil rights policies, goals, and objectives in performing his/her duties and responsibilities. The incumbent promotes the principle of equal opportunity in written and oral communications with individuals within and outside of the work unit by avoiding offensive or discriminatory displays (e.g. posters, pictures, etc.) language, or nonverbal behavior (e.g. hand gestures).

### III. FACTOR LEVELS

#### 1. Knowledge Required by the Position (1-3, 350 Points)

Knowledge of a variety of software programs such as, Word, Outlook, Access and Excel in order to prepare correspondence, transmit and receive documents, create charts, generate reports and retrieve information.

Must be a proficient typist skilled in the operation of an electronic typewriter, word processor or computer terminal.

Thorough knowledge of grammar, punctuation, and format in order to create and edit documents.

Knowledge of office protocol and the organization's missions and goals in order to convey information and respond to inquiries.

Knowledge of office procedures and established guidelines in order to accurately prepare correspondence, complete time and attendance records, prepare travel authorizations and vouchers, and procure supplies and equipment

#### 2. Supervisory Controls (2-3, 275 Points)

The supervisor or senior staff member gives assignments with instruction as to how they should be completed. The incumbent works independently to complete assignments in accordance with established procedures and uses his/her own initiative to resolve problems encountered. Completed assignments are reviewed for overall technical soundness and conformance with office requirements.

#### 3. Guidelines (3-2, 125 Points)

Assignments are completed with the use of established guidelines such as written office procedures, travel regulations, computer operating manuals, and other readily available

references applicable to the work being performed. The incumbent must select and apply the appropriate guideline to complete work assignments. When existing guidelines cannot be applied the incumbent seeks the input of the supervisor or information technology specialist.

4. Complexity (4-2, 75 Points)

The work involves the use of several types of software packages for different needs. The incumbent must determine the appropriate function and software program required and uses his/her own knowledge of these programs to accomplish work assignments. *For example, the incumbent maintains administrative records using an existing database, selects information from a variety of documents and enters data into established electronic records.*

5. Scope and Effect (5-2, 75 Points)

The purpose of the work is to collect, organize, and provide information in oral or written form which involves telephone conversations, electronic mail, online databases, and document preparation. The work affects the way other employees document, store, receive and transmit information and increases availability and usefulness of the information.

6/7. Personal Contacts & Purpose of Contacts (2a, 45 Points)

Personal contacts are with employees at various levels throughout the organization in order to obtain or clarify information regarding work assignments.

8. Physical Demands (8-1, 5 Points)

The work is sedentary and does not require any special physical demands.

9. Work Environment (9-1, 5 Points)

The work is performed in an office setting and involves minimal risks and observances of safety precautions.